

Commercial Warranty Policy

1. The Fort Gordon Warranty Control Office has been established to execute all functions of the Army Warranty Program. A Warranty Control Officer (WARCO) has been appointed to administer the program. The Army Warranty Program is a command responsibility. Commanders and supervisors at all levels must be aware of the goals and objectives of this program and ensure that their units are in compliance with its policies. The WARCO can be reached at 791-6059.
2. The definition of a warranty is a promise or affirmation given by a contractor to the government regarding the nature, usefulness, or condition of the supplies or services furnished under the contract.
3. The user/activity upon receipt of a commercial warranted item, will prepare a Fort Gordon (FG) Form 7514-R-E (available for download from the FG Home Page), and forward the completed form, (with completed warranty forms/cards attached), to their respective Property Book Officer (PBO) for addition to their unit/activity hand receipt. If several like items are received, one 7514-R-E may be used listing all serial numbers.
4. Upon completion of PBO documentation actions, the PBO will forward the 7514-R-E, with attached warranty forms/cards to the Commercial Equipment Warranty Control Office, Building 14608, ATTN: Warranty Coordinator, for inclusion into the commercial equipment warranty database. The Warranty Office phone number is 791-2470.
5. After inclusion of the information into the installation warranty data base, the warranty forms/cards will be returned to the owning activity for mailing to the manufacturer. (NOTE: The Warranty Control office will not fill out warranty forms/cards, or mail them to the manufacturer. This is a responsibility of the owning activity).
6. The Warranty Control Office will establish and maintain a file of the terms and conditions of locally procured item warranties from the data provided by the PBO. This information will be used to determine the authorization to repair an item under warranty, or the need to evacuate the item to the vendor.
7. When a item of commercial equipment is received for maintenance, and the terms and conditions of a warranty are not contained in the installation warranty data base, the Warranty Control Office will communicate directly with the vendor to determine authorization to replace, repair, or evacuate the failed item. Should it be determined that the item is covered under a commercial product warranty the product will be returned to the owner. A letter will be sent to the commander apprising him/her of the attempt to submit a item with a existing commercial warranty for government repair. It is a owning unit responsibility to execute commercial item warranties, including packing, and the cost of shipping to the factory.
8. Units/Activities that have submitted FG Form 7514-R-E for locally procured equipment or materials will ensure that a warranty identification label has been received

within fourteen working days of submission of the FG Form 7514-R-E to the Warranty Control Office. If a label has not been received within this time frame, the gaining activity should notify the Fort Gordon Warranty Control Officer. The owner/user will ensure that the warranty identification label is attached to items under warranty whenever feasible.

9. The POC for Commercial Warranty Policies is the Fort Gordon Warranty Control Officer at 791-6024/6059.

